



# Fairfield

## High School for Girls

### FHS Parent/Carer Charter

Including the Parent/Carer/Visitor Code of Conduct

<b>Approved by:</b>	Quality of Education Committee	<b>Date:</b> May 2024
<b>Last reviewed on:</b>	May 2024	
<b>Next review due by:</b>	May 2025	
<b>Person Responsible:</b>	Deputy Headteacher	

**Outstanding progress for all**

## Rationale

A strong home – school relationship is really important to us. We work in partnership with home to get the very best for our pupils. Our school values underpin the life and ethos of the school and it is through working together that we aim for our pupils to be successful learners, confident individuals and responsible citizens.

We recognise that parents and carers play a crucial role in supporting their child's learning. Evidence shows that strong levels of engagement from parents and carers is consistently associated with better academic outcomes. To put it simply, pupils achieve more when parents and carers work together with the school to support their child.

Therefore, at Fairfield High School, we believe it is important to:

- Work in partnership with parents and carers to support their child's learning;
- Create a safe, respectful and inclusive environment for pupils, staff and parents and carers;
- Model appropriate behaviour for our pupils at all times.

In accepting a place at Fairfield High School for Girls it is expected that the **parent/carer is agreeing to support the rules and expectations of the school**. Therefore, it is the parent's/carer's responsibility to familiarise themselves with the behavioural policies on the school website and support the school in upholding these standards.

**This Parent/Carer Charter sets out what can be expected from the school and in return, what the parent/carer is agreeing to support and uphold in sending their child to this school.** We have clear guidelines for the relationship between home and school. Appropriate behaviour is a core expectation of being part of the Fairfield community. Guidelines on behaviour are clear for all members of the community through the following policies:

- Policy for Outstanding Conduct and Behaviour
- Policy for a Professional Code of Conduct for Staff

During this charter we will use the term 'parents and carers' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

## **Parent/Carer Charter**

### **Fairfield High School will:**

Work in partnership to support all pupils in achieving their potential and gaining the necessary skills for later life, developing values which underpin our vision to create:

**Successful Learners: Aspirational, Inquisitive, Hard-working**

**Confident Individuals: Happy, Resilient, Independent**

**Responsible citizens: Kind, Inclusive, Respectful**

We will

- Deliver a broad and balanced curriculum relevant to every pupil's needs. This will be in line with National Curriculum requirements and the requirements of the examination board specification.
- Promote positive attitudes to learning, so that pupils can build knowledge, understanding and skills.
- Remain committed to developing teaching practice in the classroom to offer the very best learning experiences.
- Provide a wide range of experiences for every pupil, both curricular and extra-curricular, to ensure each individual is given the opportunity to develop to their full potential.
- Assess, test and report on each child's progress in a way that is easy to understand and allows parents/carers to monitor and discuss their child's progress.
- Provide both academic and pastoral support for all pupils throughout their time at school.
- Promote and monitor behaviour through our Policy for Outstanding Conduct and Behaviour for pupils and, if necessary, act if the policy is not being upheld in order to provide a safe and caring environment in which every child may learn and thrive.
- Promote high standards of attendance, punctuality and appearance by close monitoring and, if necessary, intervention.
- Deliver a programme for personal development across all five years.
- Provide pupil leadership opportunities.
- Allow parents/carers access to school at a mutually convenient time.
- Ensure the appropriate member of staff is available to respond to concerns in a timely manner.

### **Parents/Carers will:**

To support the work of the school and their child, parents/carers will:

- Ensure high standards of attendance (upwards of 97%), punctuality and appearance by actively supporting their child in arriving at school daily, on time, properly equipped and in the correct uniform.
- Actively encourage and support the learning undertaken in school by taking an interest in the work being completed by their child.
- Allow time and space for pupils to complete Home Learning, checking the Haldor App each week and attending all relevant Parent/Carer Information Evenings.
- Encourage a positive attitude to learning and encourage outstanding behaviour from their child.
- Support the school's Policy for Outstanding Conduct and Behaviour, which includes sanctions for example, attendance at detention, when required.
- Encourage their child to take part fully in all opportunities offered, both curricular and extra-curricular.

- Inform the school promptly of any changes of circumstance that may have an effect upon their child's education and progress and be willing to discuss this progress with staff at appropriate times.
- Reimburse the school promptly for any non-accidental damage to school property or loss of school books or resources.

**To support this Charter and the wider vision of the school, we expect parents, carers and other visitors to:**

- Respect the ethos and values of our school;
- Work together with staff in the best interests of our pupils;
- Treat all members of the school community with respect. This means setting a good example with speech and behaviour;
- Listen and seek a peaceful solution to all issues;
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct;
- Speak with/meet with the appropriate member of staff to help resolve any issues of concern\*. The school has a staged response, you will be directed to the member of staff who will be in the best position to respond to the concern/question. The member of staff will use their professional expertise and will be motivated by working in the best interests of the child;
- Support the school's Policy for Outstanding Conduct and Behaviour, including sanctions. Remember that children have their own perception and may not have the full facts about a situation or incident. We expect parents/carers to respond to incidents in a rational, calm way. Sanctions can be an important opportunity for reflection which brings development, growth, resilience and understanding.
- Respect and support all school policies;
- Support and encourage your child to follow the school ethos of respect and inclusion;
- Share the successes that your child has outside of the school so that we can celebrate them together;
- Take an interest in your child's participation in school life and encourage them to join in a wide range of activities both during and after school;
- Ensure your child comes to school every day and is punctual. This will give your child the best opportunity to achieve;
- Ensure your child is fully equipped with a school bag and materials they will need to access lessons. We can support you if you are struggling to provide equipment.

\*For the majority of situations, the Form Tutor should be the first point of contact. All contact information can be found on the school website.

## **Communication**

Good communication is vital for maintaining a strong home – school relationship.

In the case of a query or concern, we expect parents/carers to contact their child's Form Tutor in the first instance. Any issues should be communicated in an appropriate manner; we will always do the same.

If you have a complaint or concern, please respond proportionately and bring it to the school and *not* to the attention of those outside the school via social media. We always seek to resolve issues together and we can only work to resolve that which we know about.

## **Meetings**

Meetings with staff must be pre-arranged where at all possible. We aim to arrange non-urgent meetings to take place at our earliest opportunity. We will determine the level of urgency to enable us to manage multiple demands on staff and school.

If you urgently need to see someone, for example if there is a serious family emergency or a Safeguarding/Child Protection issue please phone ahead and Reception staff will do their best to arrange for a member of staff to be able to meet with you.

## **Code of Conduct**

We are very fortunate to have supportive parents and carers who recognise that it is working in partnership with parents and carers that we achieve the very best for our pupils.

This Code of Conduct sets out the expectations which underpin the relationship so that all parties model expected standards of conduct and behaviour, to uphold school values and work together to prepare our pupils for being responsible citizens.

### **Behaviour that will not be tolerated:**

We want to be clear about our expectations and the consequence of not working together with school. Therefore, please be aware that the following will not be tolerated:

- Disrupting, or threatening to disrupt, the smooth running of the school (including events on the school grounds and sports team matches);
- Swearing, or using offensive language;
- Displaying a temper, or shouting at members of staff, pupils or other parents/carers;
- Threatening another member of the school community;
- Sending abusive messages to another member of the school community, including via text, email or social media;
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms. Any concerns about the school must be shared through the appropriate channels so they can be dealt with fairly and effectively for all concerned;
- Permitting or supporting your child in the failure to meet basic school expectations (e.g. mobile phones, standards of uniform), or behaviour which is not acceptable.
- Demanding to remove your child from school without notice or prior warning;
- Use of physical punishment against your child while on school premises;
- Any aggressive behaviour (including verbally or in writing) towards another child or adult;
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention;
- Smoking, vaping or drinking alcohol on the school premises;
- Possessing or taking drugs (including legal highs);
- Bringing dogs onto the school premises (other than guide dogs).

Any concerns you may have must be made through the appropriate channels by speaking to the Form Tutor, Head of Year or Head of Faculty so they can be dealt with fairly, appropriately and effectively for all concerned.

### **Inappropriate use of Social Network Sites**

Social media websites are being used increasingly to fuel complaints against schools, staff, and in some cases other parents/carers or pupils. The Trust Board considers the use of social media websites in this way as unacceptable and not in the best interests of pupils or the wider school community.

In the event that any pupil or parent/carer of a child being found to be posting libellous or defamatory comments on social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. We will also expect that any parent/carer or pupil removes such comments immediately. In serious cases the

school will also consider its legal options to deal with any such misuse of social networking and other sites.

## **Responses to breaches of the Code of Conduct**

It is our legal obligation that staff have the right to work in an environment where they are not subjected to abusive, threatening, aggressive or violent behaviour. This includes: use of inappropriate language, abusive comments, shouting, physical threats or physical actions. Parents/carers and visitors should note that any form of physical aggression towards staff will be reported to the police. Threatening or aggressive behaviour may also be reported to the police.

The school will follow a staged response to unacceptable behaviour which is displayed by parents/carers. In all circumstances the school will seek to maintain a positive working relationship with the parent/carer and will aim to help resolve any reasonable issue that is raised; the school will always respond to an incident in a proportional way. However, if the individual chooses not to engage with the school and is firm in their choice of behaviour, the school will follow the stages below.

Please note: The final decision about how to respond to a breach of the code of conduct, rests with the Headteacher.

### **First occasion of inappropriate behaviour:**

Any instance of threatening or abusive behaviour towards staff, is reported to and recorded by the Headteacher's PA. Statements will be collected from the members of staff involved in the incident. A meeting may be convened to discuss what has occurred; this will be held with a senior member of staff. At this stage, the school will view this incident as 'one off' and no further action will be taken.

### **Second occasion of inappropriate behaviour:**

If a second instance of abusive or unacceptable language is used towards a member of staff, statements will be taken. A meeting may be convened to discuss the incident, this will be held with a senior member of staff. The individual concerned will also receive a letter from the Headteacher to say that such behaviour will not be tolerated by school staff.

### **Third occasion of inappropriate behaviour:**

If there is a third incident which occurs, the individual will be invited to a meeting with the Headteacher to discuss their conduct.

The outcome of the meeting could be that the Headteacher becomes the sole point of contact for the parent/carer.

### **Fourth occasion of inappropriate behaviour:**

The consequence of several cases of poor behaviour towards school staff, particularly a one-off serious incident may result in the removal of the right to contact staff and/or, being barred from the school site and potential police involvement.

The Headteacher will consult the Chair of the Trust Board before banning a parent/carer from the school site.